

Michigan ITS Center

Serving the Southeast Michigan Freeways
www.michigan.gov/its

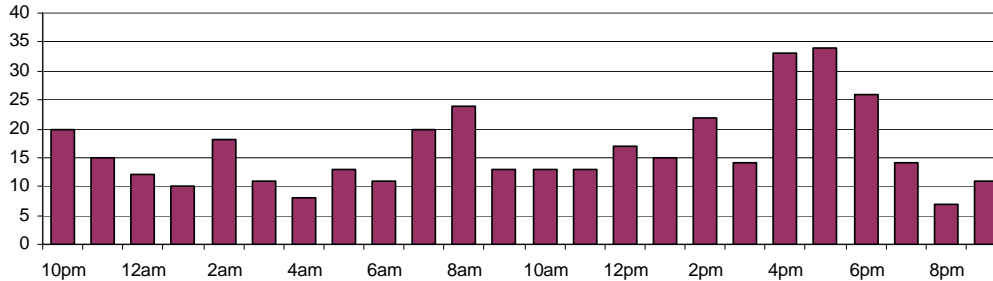


Mia Silver, PE PTOE
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1060 6th Street
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July 2006

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour



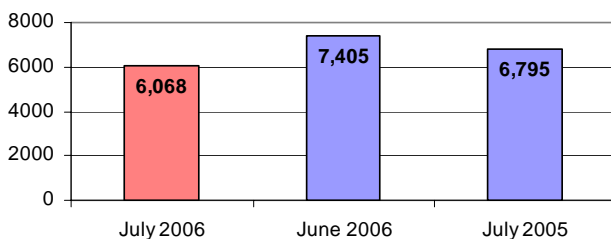
Total Incidents by Roadway

Freeway	Jul 2006	Jun 2006	Jul 2005
I-75	86	80	133
I-94	87	84	109
I-96	52	50	55
I-275	33	34	57
I-375	2	0	0
I-696 (Reuther)	51	57	98
M-5 (Grand River)	0	0	0
M-8 (Davison)	0	0	0
M-10 (Lodge)	36	39	34
M-14	0	0	0
M-39 (Southfield)	47	36	39
Total	394	380	524

Monthly Incident Activity

	Jul 2006	Jun 2006	Jul 2005
Freeway Closures	14	13	N/A
Lane Closures	33	39	N/A
Ramp Closures	7	9	N/A

Monthly Call History



Calls by Type

Agency	No. of Calls
Freeway Courtesy Patrol	4264
Michigan State Police	766
Media	690
MDOT Construction (Incoming)	68
MDOT Construction (Outgoing)	25
Other MDOT	115
ITS Maintenance	17
Other	123
Total	6068

MITS Center News

MITS operations supported construction activities through messaging, monitoring and communications. The average number of *unique* messages displayed on the DMS in July was 51 – that's 51 different messages to get the best possible information to motorists for road work in their path.

A key stakeholder meeting was held with agencies involved in traffic operations impacted by the upcoming I-75 reconstruct in southern Wayne County. Strategies discussed were incorporated in the construction bid documents where possible, and several communications paths were opened to help minimize the impact of the road work on incident management.

The Traffic Management Software project kicked off in July, identifying the scope and timeline of this project which benefits the MITS Center through replacement software, as well as other TMCs in the State. The new software will serve to streamline operator functions and facilitate broader sharing of traffic information with stakeholders.



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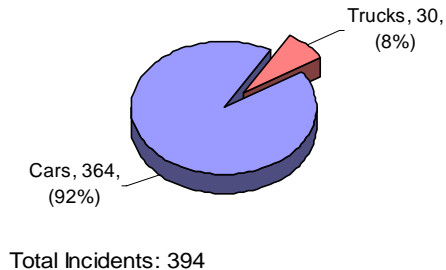
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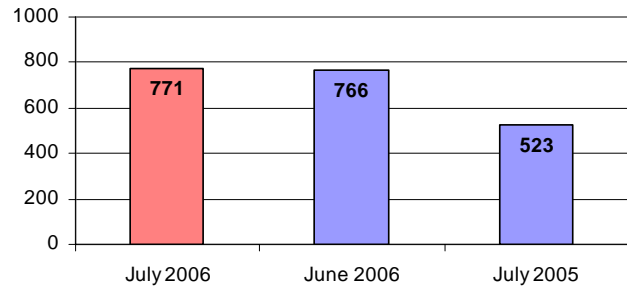
CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,080 assists that the Freeway Courtesy Patrol (FCP) provided during the month of July, 771 assists (19%) were dispatched by the FCP dispatchers located at the MITS Center.

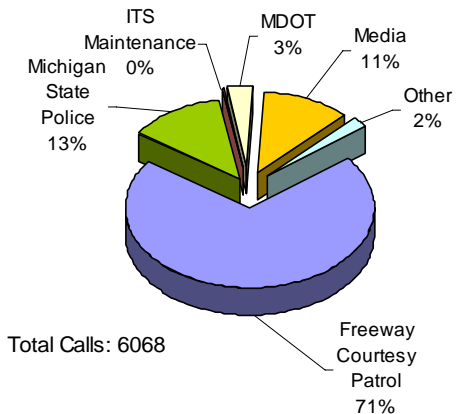
Vehicle Composition of Incidents



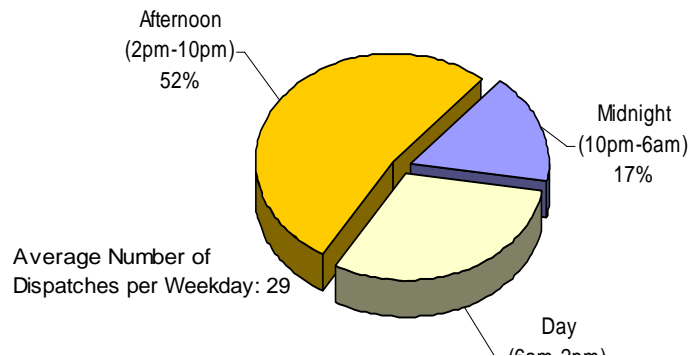
Freeway Courtesy Patrol Monthly Dispatch Activity



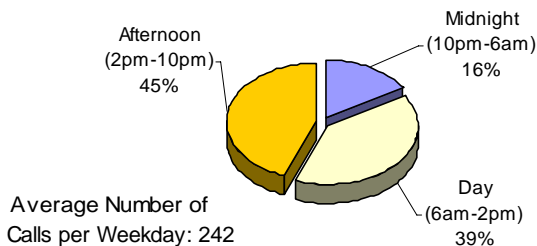
Calls by Type



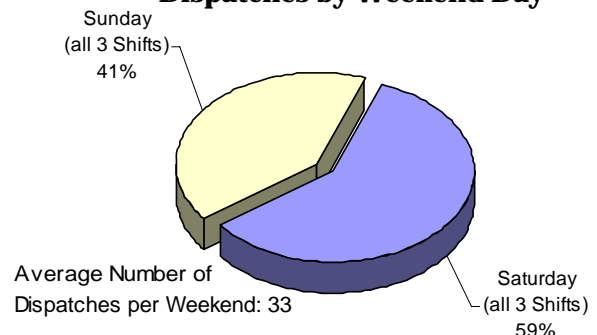
Freeway Courtesy Patrol Dispatches by Weekday Shift



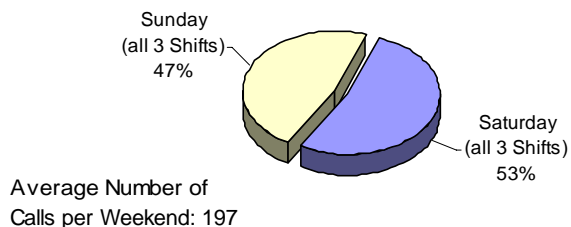
Calls by Weekday Shift



Freeway Courtesy Patrol Dispatches by Weekend Day



Calls by Weekend Day



Note: Additional FCP information may be found beginning on page 4.

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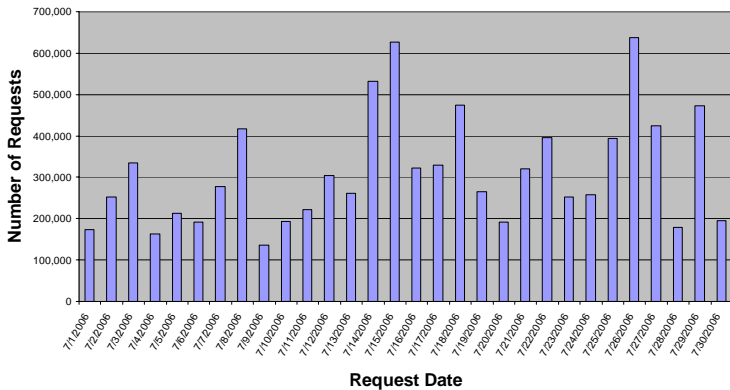
July 2006

TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

Website Activity

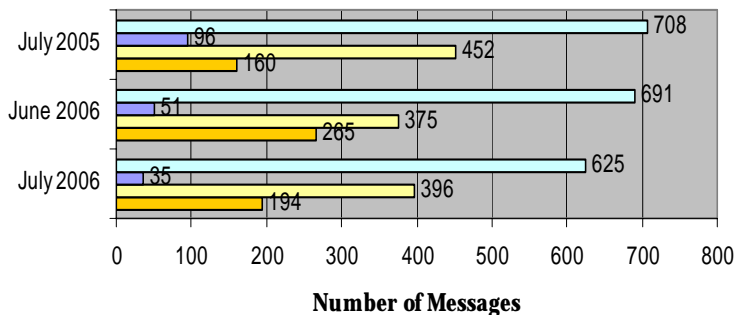
July Daily Website Activity



Top 5 DMS with Unique Messages

1. I-94 EB at Second
2. M-10 NB at M. L. King
3. M-10 NB at Porter
4. M-10 SB at Euclid
5. I-94 WB at Burns

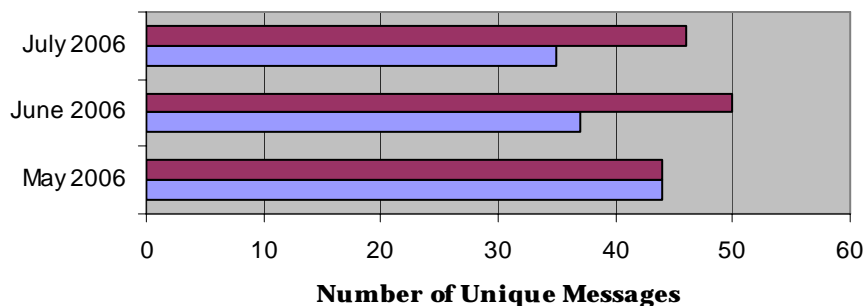
Unique DMS Messages by Type



Incident Communication Accuracy

Weekend DMS Snapshot Review		Jul 2006	Jun 2006	Jul 2005
All Incident Messages		99.8%	99.2%	100.0%
High Impact DMS Messages		Jul 2006	Jun 2006	Jul 2005
All High Impact Messages		96.3%	98.4%	93.0%
Freeway Closure Messages		92.9%	92.3%	N/A
Lane Closure Messages		97.0%	100.0%	N/A
Ramp Closure Messages		100.0%	100.0%	N/A
Other Communication		Jul 2006	Jun 2006	Jul 2005
Advisory Text-Messages		90.7%	98.4%	98.0%
Website Incident Postings		98.1%	100.0%	93.0%

Weekend Construction DMS Message Activity



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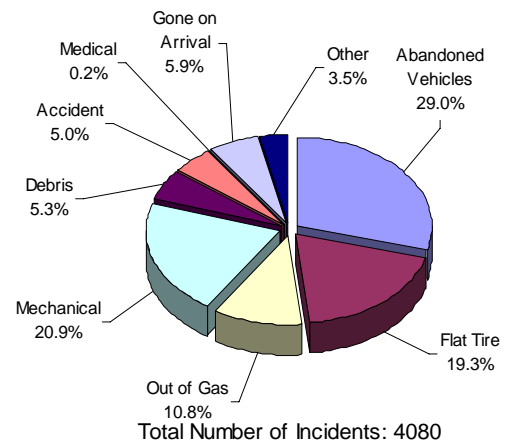
FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

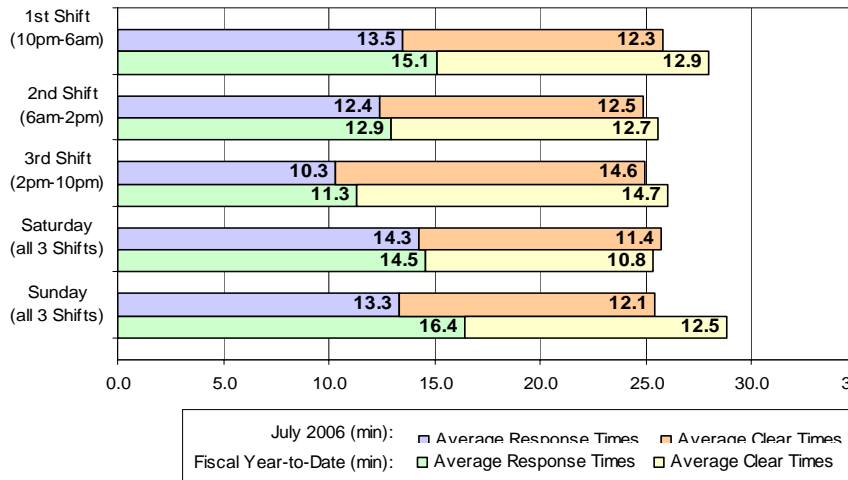
Motorist Quote of the Month

"I just wanted to inform you about one of your most friendly patrolmen, Dan. My brother and I were lost on I-696 and Beck Rd when we spotted one of your courtesy patrolmen. He was kind and friendly and hand wrote out directions for us to get to our destination. We were very happy with the service we received. We just wanted to take the time to thank you for this wonderful service."

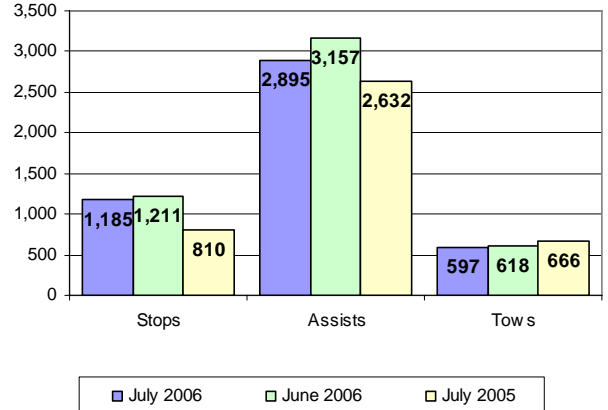
Assist Type



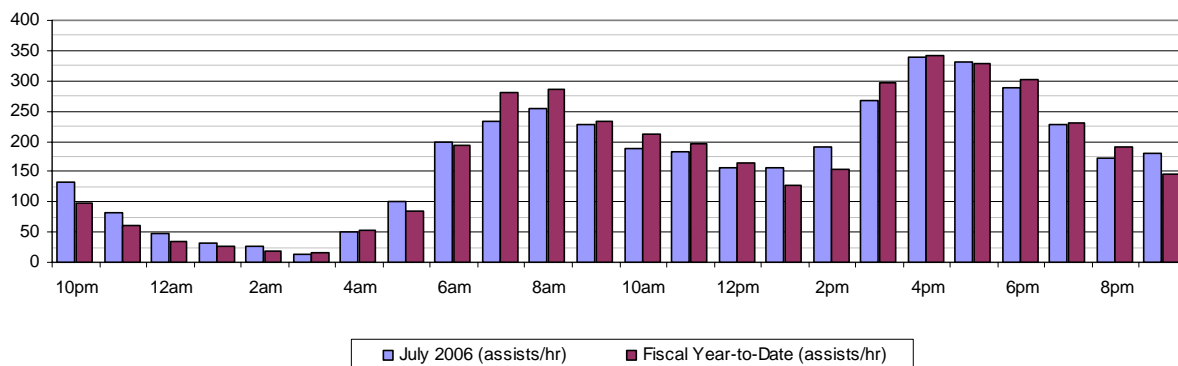
FCP Average Service Times



History of Key FCP Activities



FCP Assists by Time of Day



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FREEWAY COURTESY PATROL ACTIVITY

Freeway Courtesy Patrol Service Area



0 - 5.9 (assists/mile) 6 - 10.9 (assists/mile) 11 - 16.9 (assists/mile) 17 & greater (assists/mile)

Freeway	COVERAGE (miles)	TOTAL ASSISTS*		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)	
		July 2006	Fiscal YTD Avg.	July 2006	Fiscal YTD Avg.	July 2006	Fiscal YTD Avg.
I-75	87.6	1122	984	12.8	11.2	12.4	13.6
I-94	60.7	932	886	15.4	14.6	11.0	12.8
I-96	34.0	722	598	21.2	17.6	11.8	13.3
I-275	37.5	368	333	9.8	8.9	12.6	13.2
I-375	1.2	4	6	3.3	5.3	25.0	14.3
I-696 (Reuther)	28.7	307	360	10.7	12.5	12.1	12.3
M-5 (Grand River)	10.3	49	37	4.8	3.6	8.5	13.6
M-8 (Davison)	2.2	37	54	16.8	24.4	11.2	9.1
M-10 (Lodge)	17.9	274	311	15.3	17.4	11.2	12.0
M-14	6.4	29	52	4.5	8.1	16.4	16.1
M-39 (Southfield)	14.2	236	210	16.6	14.8	13.6	12.3

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Monthly Call History	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type (page 1)	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Calls by Type	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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DATA KEY INFORMATION

Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	Pending incorporation of web server statistics.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Pending completion of database updates.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Pending completion of database updates.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Pending completion of database updates.
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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DATA KEY INFORMATION

Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.